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Docket No.: SBL0002US

December 5, 2006

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770
Examiner: Quynh H. Nguyen
Docket No.: SBL0002US
Filed: March 31, 2001
Group Art Unit: 2614

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) *(in duplicate)*;
- (3) Response To Non-Final Office Action (16 pages).

- ☒ No additional fee is required.
☐ The fee has been calculated as shown below:

CLAIMS AS AMENDED

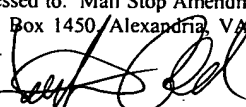
	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	41	Minus	41	=	0	x \$ 50.00	\$ 0.00
Independent Claims	3	Minus	3	=	0	x \$200.00	\$ 0.00
<input type="checkbox"/> Fee for Petition for Extension of Time							\$ 0.00

Total additional fee for this Amendment: \$ 0.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☐ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

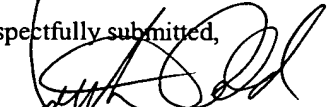
Total: \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner For Patents, P. O. Box 1450 / Alexandria, VA 22313-1450, on December 5, 2006.


Attorney for Applicants

12/5/2006
Date of Signature

Respectfully submitted,


Jonathan N. Geld
Attorney for Applicants
Reg. No. 44,702



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
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Austin, Texas
Date Mailed: December 5, 2006

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated September 5, 2006, having a shortened statutory period expiring on December 5, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper. A listing of the current claims begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 9 of this paper.